

Local, State Public Health Response And Preparedness Benefit From Using the Metro Courier System

KDHE is entering the third year of contracted services from Metro Courier. The courier provides a safe and dedicated system for transporting laboratory samples, whether routinely or in an emergency. Lab reports can also be sent through the courier.

The protocol for emergency transport of suspected biological or chemical terrorism-related samples requires approval by the Bureau of Epidemiology and Disease Prevention by calling 1-877-427-7317. Details for emergency transport will be provided upon request.

In addition, all programs at KDHE are able to use the courier to distribute reports, forms, educational materials and vaccines at no additional cost. To send a package or letter:

1. Pack it in the same manner as for any carrier, following all shipping regulations.
2. Use a plain label for the shipping and return address. No mail code is necessary.
3. DO NOT use first or third class mailing labels. Those are for postal service only.
4. Be sure to use and clearly post on the box the correct, complete delivery address and return address.
5. Packages or documents are to be taken to the basement mailroom and placed in the area or cabinet labeled Metro Courier.

Metro Courier makes stops at most local health departments, program-specific clinics, several hospitals and the KDHE district offices in Chanute, Hays, Dodge City, Salina, Lawrence, and Wichita. There are four basic schedules: daily, twice a week, three times a week, and once weekly. A general schedule is available.

Please check regarding arrangements and schedules at your local pick up and delivery point. Exact days and times for stops are not made available in order to protect the drivers and their cargo from potential theft. Stops are on a variable schedule and are subject to change for a variety of reasons. If materials being sent are time-sensitive but not emergency-related, an overnight delivery service should be used, even if the destination is the Curtis Building or the Division of Health and Environmental Laboratories (DHEL).

The courier service has more than 350 clients other than KDHE. DHEL pays for the courier service through the CDC public health preparedness grant. Please remember that the service is not intended to replace the U.S. Mail.

If your program wants a pick up or delivery at a location other than those in the DHEL contract, approval must be requested from Sue Riley, sriley@kdhe.state.ks.us; Amy Tryon, atryon@kdhe.state.ks.us; or Kim Silver, ksilver@kdhe.state.ks.us at DHEL. Written requests will also be accepted by fax at 785-296-1641.